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🕒 June 22-26, 2020 📍 #ShiftHappens Week Online

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How to Drive Sustainable Microsoft Teams Adoption in US Public Sector Agencies

Roxy Ndebumadu

Jeremy Wood

Session

Recording: <https://www.youtube.com/watch?v=DwbAoc4i69M&feature=youtu.be>

www.shifthappenscon.com



Roxy Ndebumadu

**Federal Customer Success Lead | Honorable Councilwoman
Microsoft Corporation | City of Bowie, M.D.**

I move resistant Federal Government Agencies forward by incorporating AI and inspiring Digital Transformation. Years of experience in Healthcare, Government, Telecom, and Technology have reinforced the time being now for optimization. I tackle problems of scale with intentionality. When I'm not legislating, you can find me in various parts of Africa advocating for broadband.



@roxyndebumadu



/roxyndebumadu

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Jeremy Wood

**Director of Policy and Planning
Millennium Challenge Corporation**

I have 20+ years of experience across the IT spectrum in both the private and public sector. As a Federal IT implementer, strategist, and enthusiast, I specialize in solving complex business problems with the right solution.

 @geekwithin

 /geekwithin

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What does it mean to have IT scenarios based on your organizations mission?

Value Narrative Talk Tracks

What we validate

What do they want to know



Role

Mission Focused Scenarios

Microsoft Teams Day in the life - Grants

Meet Pam, a grants management specialist who uses Microsoft Teams to collaborate, create, and be more productive all day long.

7:45 AM
Starts the day at home by checking the Activity Feed for notifications that require action.

8:30 AM
While commuting, uses the Microsoft Teams smartphone app to join the daily status meeting for her Grants Team.

9:30 AM
From her office, Pam reviews a new draft Funding Opportunity Announcement in the Files tab and works with other team members to co-edit in Word.

10:30 AM
Forwards email containing a draft criteria to Grant Review team, so the team can collaborate on the OneDrive-linked Excel worksheet.

11:45 AM
Creates a new Grants Management channel within the Grant Review team; posts link to the tracker to review grants and invites key team members to provide feedback.

12:00 PM
Gives secure guest access for the Technical Assistance channel to awardees so they are able to view and collaborate through Teams.

1:00 PM
Double booked, so she uses Teams to review meeting notes in OneNote and watches the latest executive town hall.

1:45 PM
Holds a virtual meeting with the Grant Specialists to coordinate the distribution of grant documents to awardees.

3:00 PM
Checks the planner tab to ensure assigned tasks and due dates are completed for key milestones for the upcoming grant period.

4:00 PM
Creates a new Team for the upcoming grant development process following a new law passed by Congress and adds team members from across the agency for collaboration.

4:30 PM
Uses the Grants.gov link on the Public Relations channel to review new content and post a new Funding Opportunity Announcement.

5:15 PM
To coordinate arrival and departure times for a Grantee Ceremony, adds Kayak bot to Teams to help team members search for flights and hotels, then heads home.



Microsoft Teams for US Government Day in the life - Housing & Urban Development (HUD) Field Office Program Manager

Roy is Field Office Program Manager with HUD who works to support local affordable homeownership opportunities, and safe and affordable rental options. He uses Microsoft Teams to share updates with his team, and to keep projects moving forward.

9:00 AM
Roy starts his workday by reviewing his email in Outlook and his Activity Feed in Teams. He notices a few missed calls on his Teams app and listens to voicemails over coffee.

10:00 AM
Roy is assigned a new case and remembers working on a similar case with his colleague Jack. He looks through his chat history in Teams to find out how they handled the case.

10:30 AM
Roy sends a Teams meeting invite to external Public Housing partners to discuss new city development efforts. During the meeting, he uses the Meeting Notes functionality and records the meeting. Partners not able to make the meeting, can later listen to it on Microsoft Stream.

11:30 AM
After the call, Roy goes through the meeting notes and summarizes the new development efforts into Word, and uploads and pins the document as a tab in the "City Developments" Teams channel. He @mentions the Field Office Supervisor and begins assigning tasks using Planner.

2:00 PM
Roy completes his case review and navigates to the Case Determinations Team and uploads his findings document to the Team's channel conversation. This automatically stores the file in the Team's Files tab, which includes the legally required retention and information protection policies.

4:00 PM
Roy attends an online Town Hall hosted by the Director of HUD. All 8,000 employees can join the event using Teams Live Events.

4:30 PM
Roy's Supervisor gets notified of the update and starts a private chat to congratulate Roy on the case review.

5:00 PM
Roy ends his day by ensuring his Planner tasks are complete and heads home after a productive day!

[Download the Teams app on your PC and mobile today. >](#)



Microsoft Teams Day in the life - Compliance Officer

Diego is Compliance Officer with Contoso Technologies working closely with IT to ensure that employees abide by internal policies and regulations set by regulatory bodies. He reviews and defines compliance policies to prevent unethical, illegal, improper and under-use of resources provided. Additionally he is responsible for security and protection of confidential and sensitive company data.

7:45 AM
Diego starts his day by reviewing the activity feed using his Teams mobile app. He identifies a post where he was @mentioned with high priority by his manager about a newly announced regulation that will go into effect in a couple of months.

8:30 AM
On his way to work he schedules a meeting with his compliance and the IT team using the Outlook mobile app, to discuss next steps to implement the new policy at Contoso. Since most employees work remotely, Diego sets it up as an online meeting.

10:00 AM
Diego's team and the IT team join the meeting to discuss the new regulation and to define the triggers, labels and outcomes for potential policies that are needed. Diego shares the screen with the details of the regulation. During the discussion, he uses the built-in Meeting Notes functionality in Teams to take notes and for the team to upload any relevant files to work on during the meeting together. The meeting is also recorded for the folks that were unable to make it.

11:30 AM
After the call, Diego goes through the meeting notes and @mentions his manager as an FYI for feedback, and assigns tasks using Planner to various folks in this team and the IT team.

2:00 PM
Diego navigates to the Office 365 Security & Compliance center that is pinned as a tab in their team. Because he is an administrator he can see the various areas to configure and he reviews the settings for his later meeting with Patti and Jamal.

3:30 PM
Diego, Patti, and Jamal quickly start a call in Teams. Jamal shares his screen while using the Office365 Admin Portal to create the minimal set of label options that info workers can use to adhere to the regulations for certain data.

4:30 PM
Now that the implementation is complete, Patti and Jamal close the Planner tasks assigned to them. Diego gets notified of the completion of the tasks, and quickly notifies everyone in the Teams channel.

5:00 PM
Diego's manager who follows the channel conversations gets notified of the update and starts a private chat to congratulate Diego of the quick and swift implementation of the policy so their company is ready whenever the new regulation goes live. He uses a Giphy to better communicate the win!

[Download the Teams app on your PC and mobile today. >](#)





How can governance impact adoption?

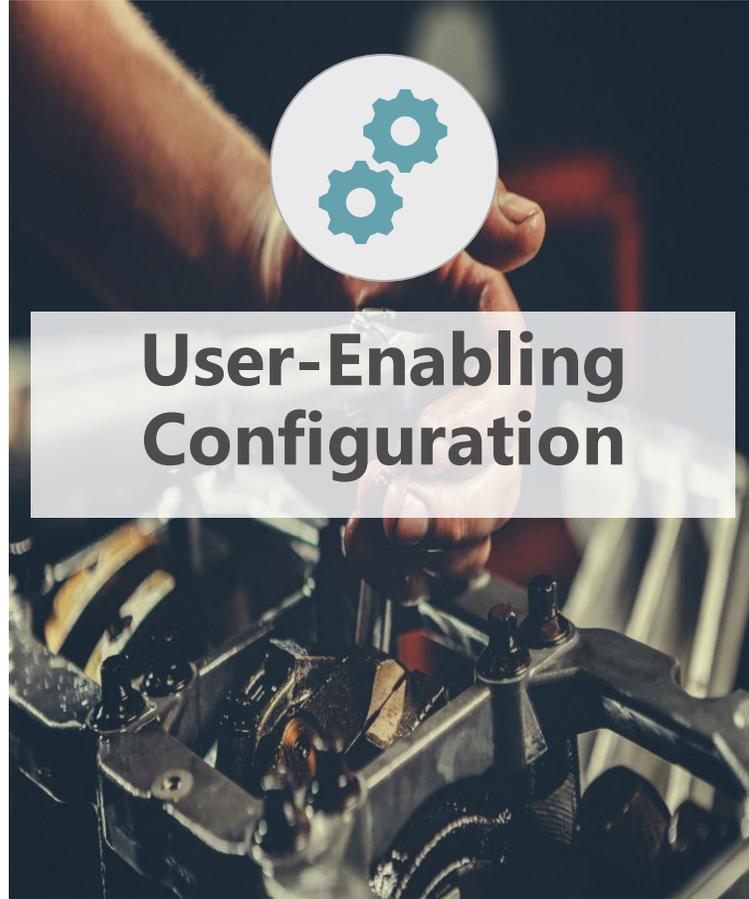
Adoption Through Governance



**Public Sector
Compliance**



**User-Enabling
Configuration**



**Org-Wide
Inclusion**



Technical Checklist

1

Assist with technical planning activities and client deployment

2

Review administration options with Safaricom to determine policy settings

3

Assist with Skype to Teams transition as well as Calls, Meetings, & Devices

4

Monitor and review technical blockers during accelerated Teams adoption

5

Measure, manage & drive adoption

Client Connectivity

Authentication

Security & Compliance

Continuous Adoption & Success Measurement



**How do you inform people
of the change that is
coming?**

Comparing Challenges

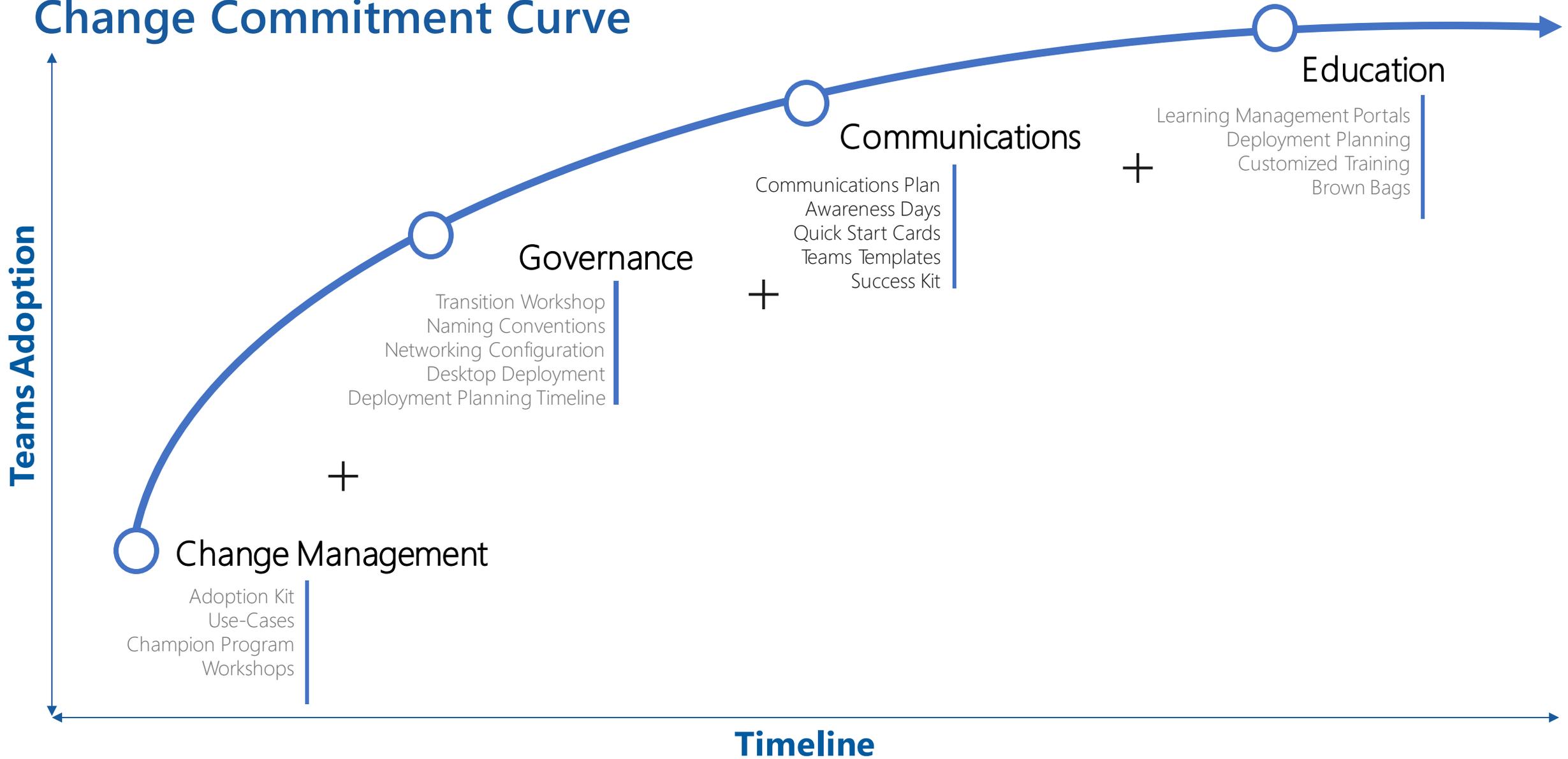
Small Organization Challenges

- Reduced IT staff
 - Same level of compliance with less resources. Some compliance is the same whether it is 300 people or thousands
 - Everything is outsourced! No federal staff to carry the day when something must happen NOW
- Visibility of IT within the overall organization (i.e. not a strategic partner)
 - Many small agency CIOs report to an administrative head
 - Costs can be higher
 - With fewer in-house resources EVERYTHING requires contract support or negotiation
 - There is no base staff to work enterprise challenges, which means IT fights for the same dollars as business strategic value projects

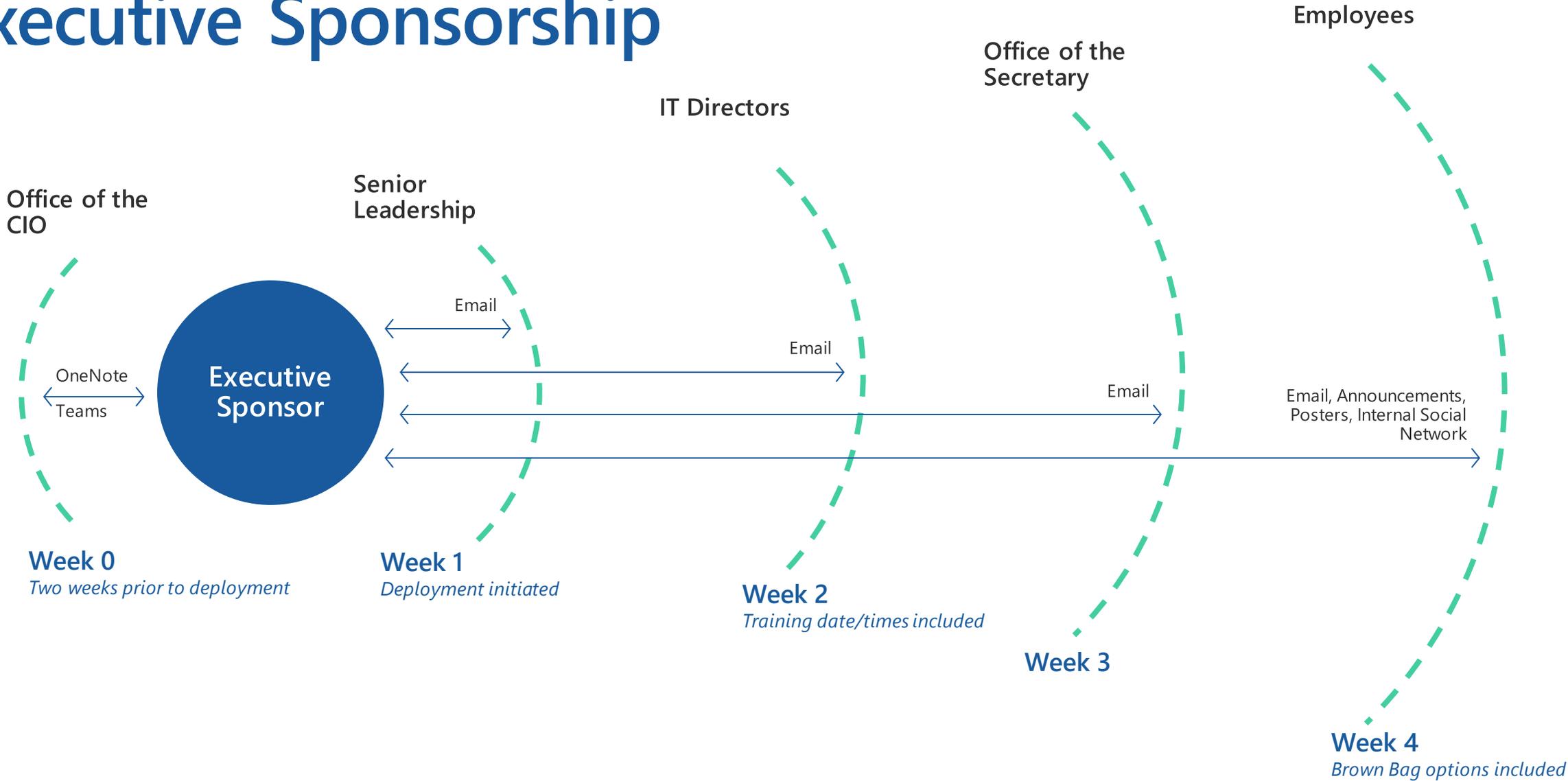
Large Organization Challenges

- Larger IT staff focused on different components of deployments
 - Configuration is carried out through contractors who end up depending on the vendors
- Executive Sponsor can sometimes be engaged
- Communications model is usually a multiphased approach
- Training scales faster by divisions with a separate focus on Leadership trainings
- Many leaders making it much harder to arrive on a decision
- Operational optimization can be missed early in the bigger picture leaving out the true capabilities which promote transformation
- Harder to pin down key scenarios that will cut down on redundancy

Change Commitment Curve



Executive Sponsorship



Teams Launch

30-Day Plan

- **Develop & Implement Champions Network:**
 - Identify Champions
 - Train Champions
 - Identify Resources to be shared
- **Develop & Implement Communications Plan:**
 - Identify Audiences
 - Identify Comms. Vehicles
 - Develop Comms. Schedule
- **Develop & Implement Training Plan:**
 - Conduct Training Needs Analysis
 - Define Learning Paths



60-Day Plan

- **Champions Led Information Sessions:**
 - Hold monthly Teams info. Sessions
 - Identify new pain points and user scenarios
- **End User Engagement Sessions:**
 - Hold monthly Teams learning sessions
- **Develop Learning Paths:**
 - Create 'Quick Help' learning paths by user group

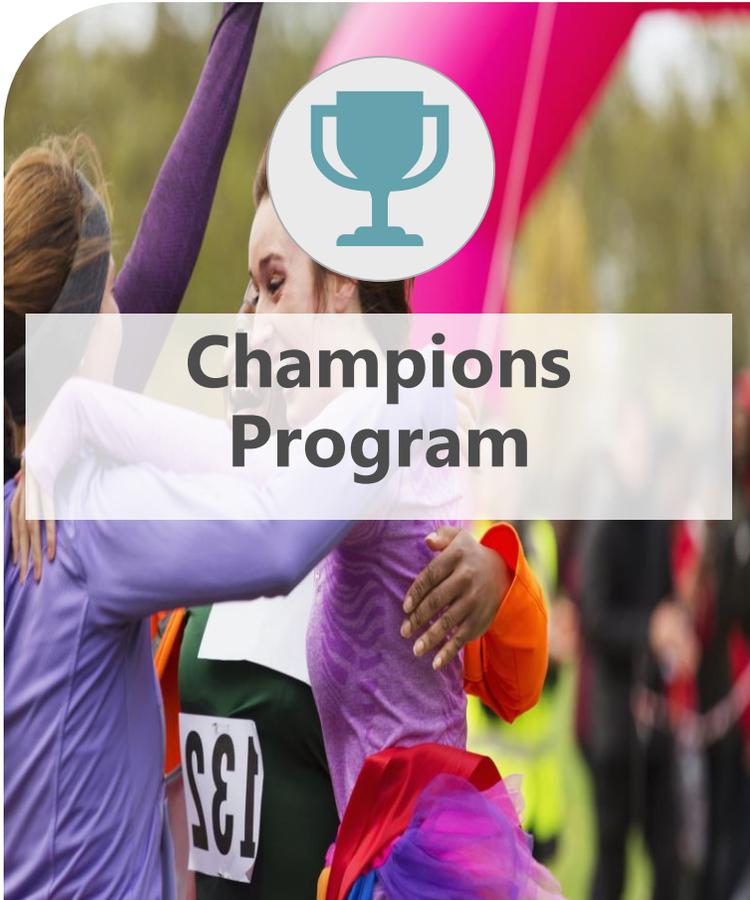


90-Day Plan

- **Champions Job Shadowing:**
 - Confirming day to day Teams usage
 - Identify needs for refresher/customized training
- **End User Focus Groups:**
 - Gather lessons learned/best practices
- **Success Stories:**
 - Consolidate and share success stories



Things All Agencies Should Do



Champions Program



Microsoft Tech Community



Learning Pathways



**What are some of the
lessons that we have
learned?**

Lessons Learned

FC



CACI

EVER VIGILANT





What does success look like with Teams?

Success Stories



City of Bowie



CVR, DOD

**Commercial Virtual
Virtual
Remote (CVR) Environment**

Collaborating, and Winning in cyberspace, Excellence in all we do

A dark blue graphic with a white stylized logo of wings and a shield. The text is in white and light blue.

Next Generation Collaboration Tool Rollout



CVR is "Microsoft Teams" for Department of Defense employees to facilitate collaboration up to the Controlled Unclassified Information (CUI) level, with exceptions. It provides Chat, Video and Voice conferencing, and File Sharing from both your personal and government (unclassified) mobile devices and computers.



U.S. Housing of Urban Development



thank you

Dalu	Gràcies	Благодаря	Pakka bér	Ngā mihi
Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكراً	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとう ございます	ឧបត្ថម្ភ	Dziękuję
谢谢	Tack	Mulțumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	धन्यवाद

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